

ENVITE

Empathy

- Listen actively
- Confirm what you hear
- Express concern
- Convey genuine desire to assist

Non-Confrontational

- Subordinate need to be “right” to obligation to relieve suffering
- Never argue with patients or their loved ones

Validate

- Validate patient’s decision to seek health care advice through medical consultation

Inform

- Offer data followed by a short “sound bite” addressing patient concerns
- Repeat for emphasis

Take Action

- Describe options
- Schedule follow-up
- Refer to www.PDHealth.mil if needed
- Consider consultation or second opinion

Enlist Cooperation

- Consult and collaborate with patient
- Negotiate a treatment or action plan with patient input



